

Protocol for Handling Unplanned Sit/209 Outages

On the evening of July 4, 2013, FAMWEB suffered a major outage that lasted approximately 15 hours. This prevented many units and incidents from submitting ICS-209 and Situation Reports into the Sit/209 program during that period. There were a number of failures that occurred that both slowed the response to the outage and the timely resolution of what turned out to be a minor event that led to this outage. This document outlines new protocols for reporting and resolving future unexpected outages. These protocols are intended for dispatch centers, incidents, Geographic Area Coordination Centers and national level users, and pertain only to the Sit/209 program.

Note: *These protocols are not intended to be used for routine Sit/209 program problems, such as lost or outdated passwords, creating new user accounts, or problems with local or agency computers and servers. This document only outlines the process to remedy a **significant** Sit/209 program malfunction or outage.*

- 1) Should an incident or dispatch center suffer a Sit/209 failure or outage, they should first determine if the problem is actually a Sit/209 problem, and not a computer or agency network failure.
- 2) Contact the dispatch center or Geographic Area Coordination Center to make them aware of the problem. The dispatch center or GACC should attempt to assist the incident with their ICS-209 submission. If the outage also affects the dispatch center, the center should contact the Geographic Area (Intelligence Coordinator, or Coordinator on Duty) for assistance.
- 3) If it's determined that the outage is a Sit/209 (or FAMWEB) outage or failure (and not a local server or computer problem), the incident dispatch center or Geographic Area Coordination Center should assist the incident in contacting the help desk and submitting a help desk ticket. Submit FAMWEB help desk tickets via email to: helpdesk@dms.nwcg.gov
OR, call the help desk at: **866-224-7677**, then press the number **4** at the message.
(There is no need to submit a help desk and call the help desk. Do one or the other.)

Information provided to the help desk should include the following:

- a. **Notify the help desk representative that this is a "wildland fire emergency" and the ticket must be elevated to "level 2" (level 2 is the on-call agency representative).**
- b. Clearly and concisely state the nature of the problem or outage, including what the user was doing when the problem occurred, and what time it occurred. Also, identify which agency's computer system the problem is occurring on. Include information about error and other messages that FAMWEB may have provided. And identify the dispatch unit as it appears in the FAMWEB Sit/209 program (e.g. "ID-BDC").

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- c. Provide a reliable call back number to the help desk, and get a help desk ticket number. Ask that a representative call back with an update to the resolution of the problem as soon as possible.

Remember, these are contractors who may not possess an in-depth knowledge of the Sit/209 program, nor the impact the outage will have on wildland fire reporting. State the nature of the outage or problem clearly and concisely to assist help desk staff in processing the ticket correctly.

- 4) If level 2 cannot resolve the problem, the ticket will be elevated to level 3. Programmers at this level should be able to resolve any outage or problem, even the most catastrophic FAMWEB failure. The help desk should maintain communication with the person who submitted the ticket.

If the outage or problem cannot be fixed during the Sit/209 reporting period, the incident or dispatch center should implement a back-up plan for the submission of ICS-209 reports. Situation Reports are FAMWEB system dependent and can only be submitted using the Situation Report program. Daily fire activity can be caught up in the Situation Report when the system is operational again.

For ICS-209 reports, follow this back-up process:

A digital "paper" copy of the current ICS-209 form is available on the web at:

http://gacc.nifc.gov/predictive_services/intelligence/national_intelligence_operations_program/index.htm

(Incident management teams and dispatch centers should archive a copy of the 209 form in case there is a network outage preventing access to the web.)

Complete the digital 209 form and email it to the Geographic Area Coordination Center (GACC) and to the National Interagency Coordination Center (NICC) (intell@blm.gov, cleonard@blm.gov). If a hard copy 209 form is filled out, fax it to both the Geographic Area Coordination Center and the NICC (NICC faxes: 208-387-5663, or 208-387-5414).

Regardless of submission method, it is imperative to call the GACC and NICC (208-387-5093, or 208-387-5400) to let them know that a 209 is being submitted by fax or email. This will help to ensure that the 209 report gets to the Intelligence staff in a timely manner.

Charlie Leonard
Intelligence Operations Coordinator
National Interagency Coordination Center
Boise, Idaho